

5. Were the issues resolved? Make a comment on your choice here:

1. The issues were resolved after numerous calls and emails.
2. After a long waiting period with benefits administration our issues have been addressed.
3. The Edison staff who have to resolve these issues are exceptional and should be canonized as saints. The administrators who came up with this idea made a grave mistake. But such is the way of the world....bosses screw-up, staff have to clean it up.
4. Excess of 2 or 3 months
5. Issues have been resolved but it usually takes several days or weeks for DOHR/Edison to conduct program casualty analysis and design a fix for the program issue that caused the issue. Rarely was employee error the problem. Normally the Edison programming was kin error in a random/non-predictable fashion.
6. Calculation of taxes and timely processing of flex reimbursement wasn't/hasn't been resolved.
7. Many times the resolution involved waiting until the next pay period causing the employee to be without pay.
8. Issues with employee benefits seem to take the longest time to resolve. In addition, anytime a refund is due the employee because of an overcharge, it takes weeks or months for the employee to receive payment.
9. Longevity being applied to 401K was caused to an error in Edison, but left to the employee to straighten out with Best Western.
10. Benefits Admin. is still working on the refunds
11. Though all of the issues were eventually resolved, most took months of follow up by my staff to get a resolution. One supplemental check for death benefits (over \$70,00) took five months to process (our agency was timely with providing all information necessary to process the check).
12. Slowly.
13. The time it took to resolve the issues were lengthy and there are at least two that are not resolved involving insurance refunds.
14. The primary issue on resolution is the speed of the response and communication with the employee and department on the actions to resolve the problems. Some are still pending resolution.
15. All have been resolved, but took several pay cycles to correct.
16. issues are still pending with Benefits Admin
17. We felt the errors were caught in sufficient time to cancel and reissue, however F & A wouldn't because of the total number of overpayments statewide. As a result, the HR Staff had to process 9 separate policy 11 packets and the employees were inconvenienced when they had to write personal checks for reimbursement of the overpayments.

HR Director Survey

18. It took several months, repeated attempts, tremendous research and time spent by our staff to resolve. We are still trying to overcome negative perceptions of our HR team by our staff due to the errors made by Edison and misinformation from DoHR, Benefits, Payroll, and Edison staff.
19. It took a few weeks but they were resolved